

DENTAL ADVISORY COMMITTEE

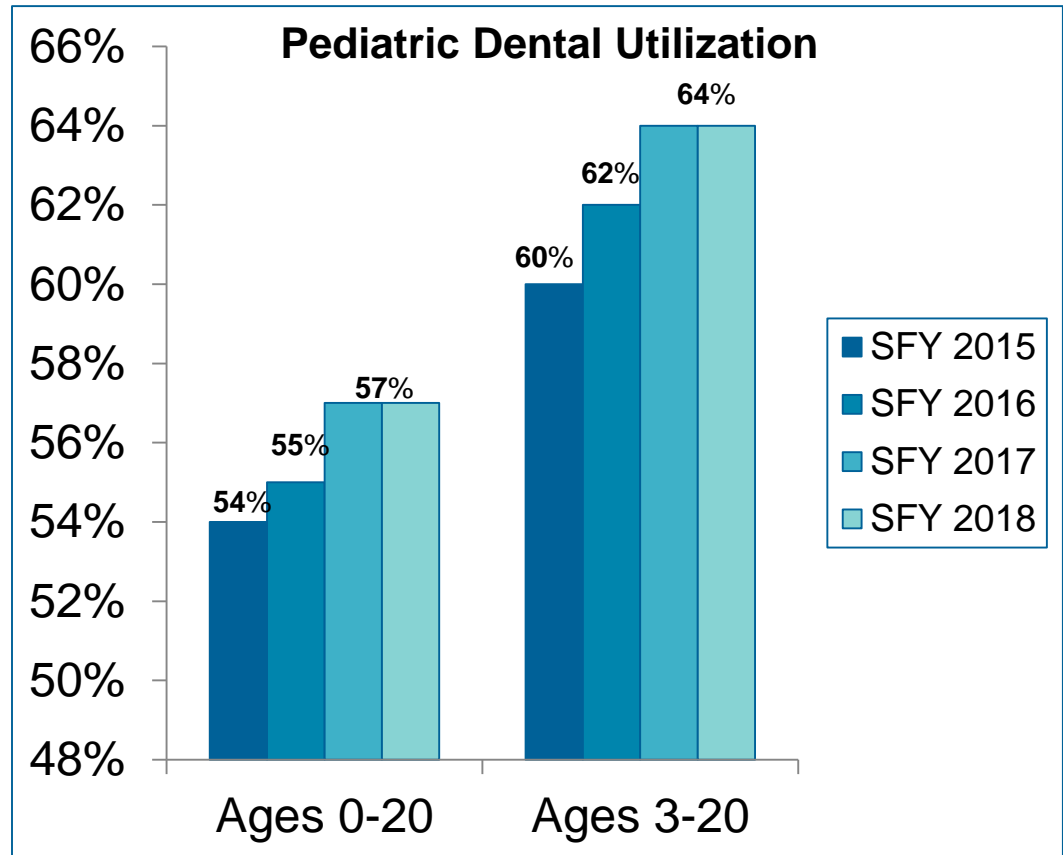
Richmond, VA
May 17, 2019



SFC DENTAL UTILIZATION

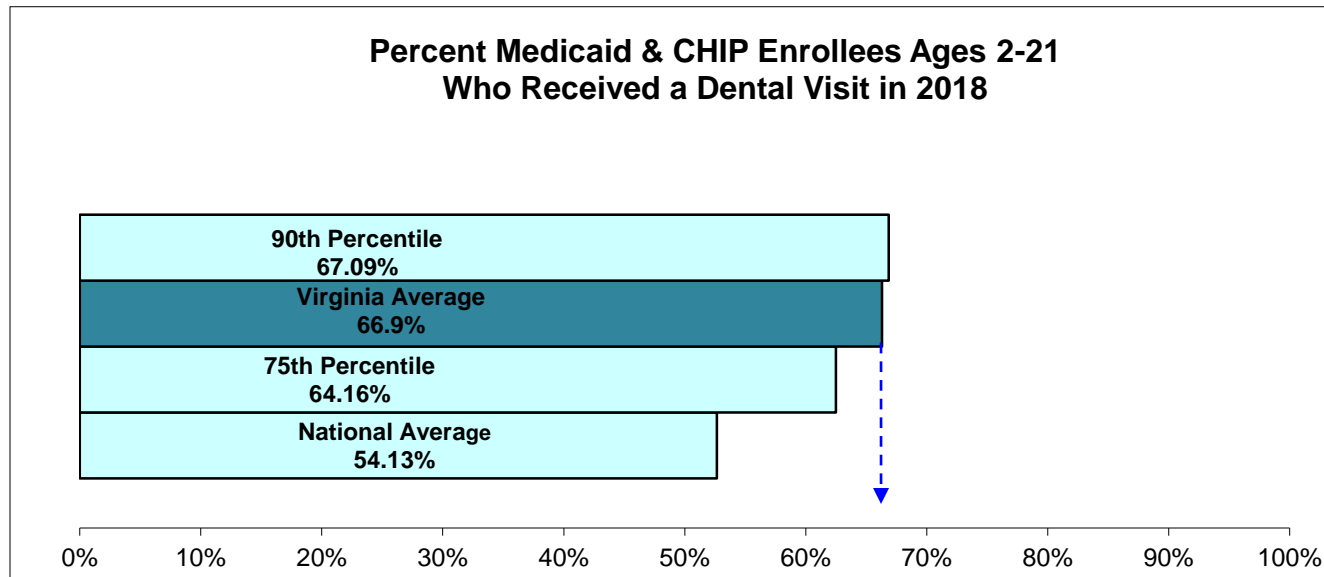
Pediatric Dental Utilization

- 57% of children ages 0-20 utilized dental services in SFY 2018
- 64% of children ages 3-20 utilized dental services in SFY 2018



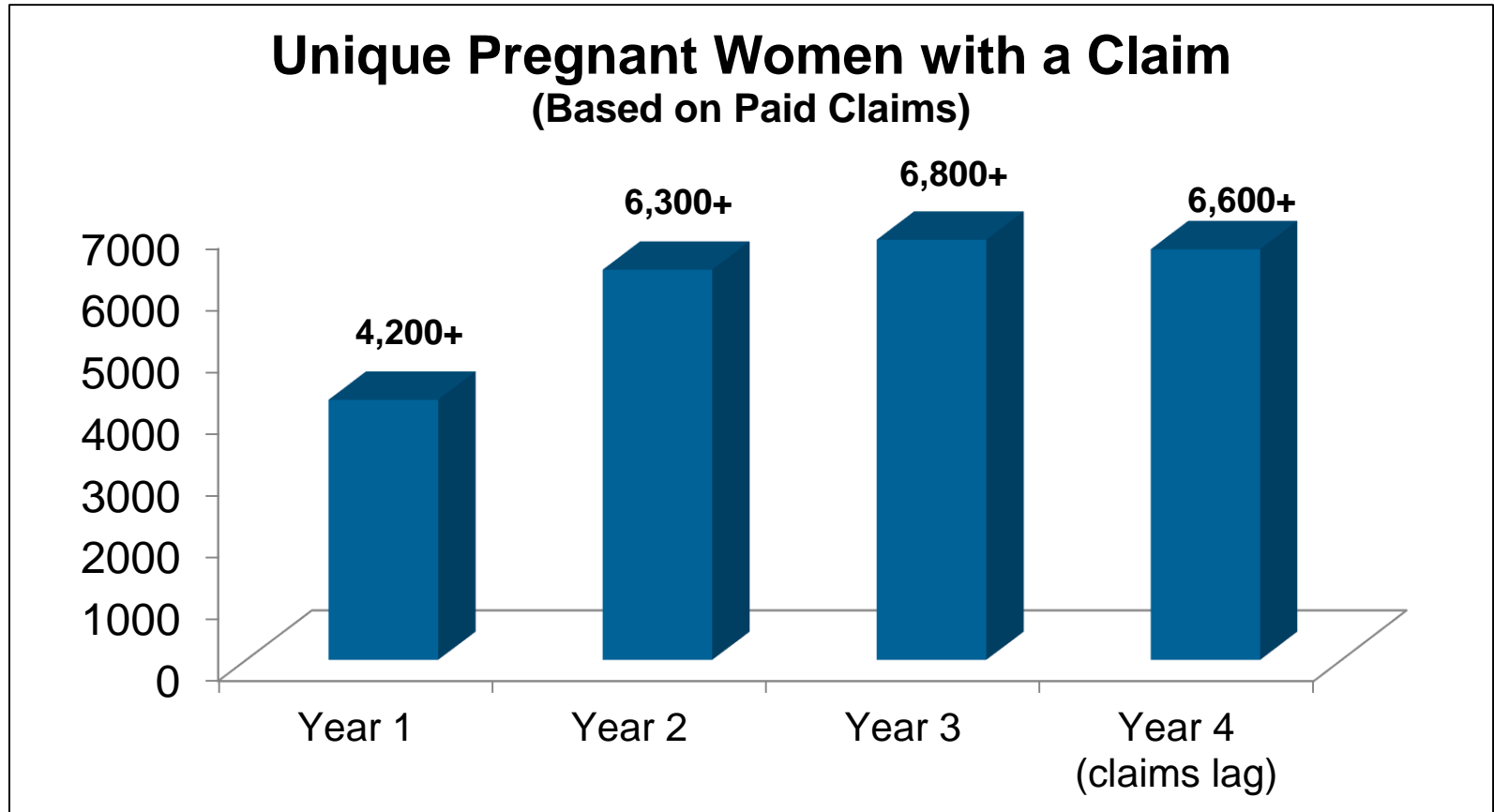
Annual Dental Exam

Comparing SFC to HEDIS 2018

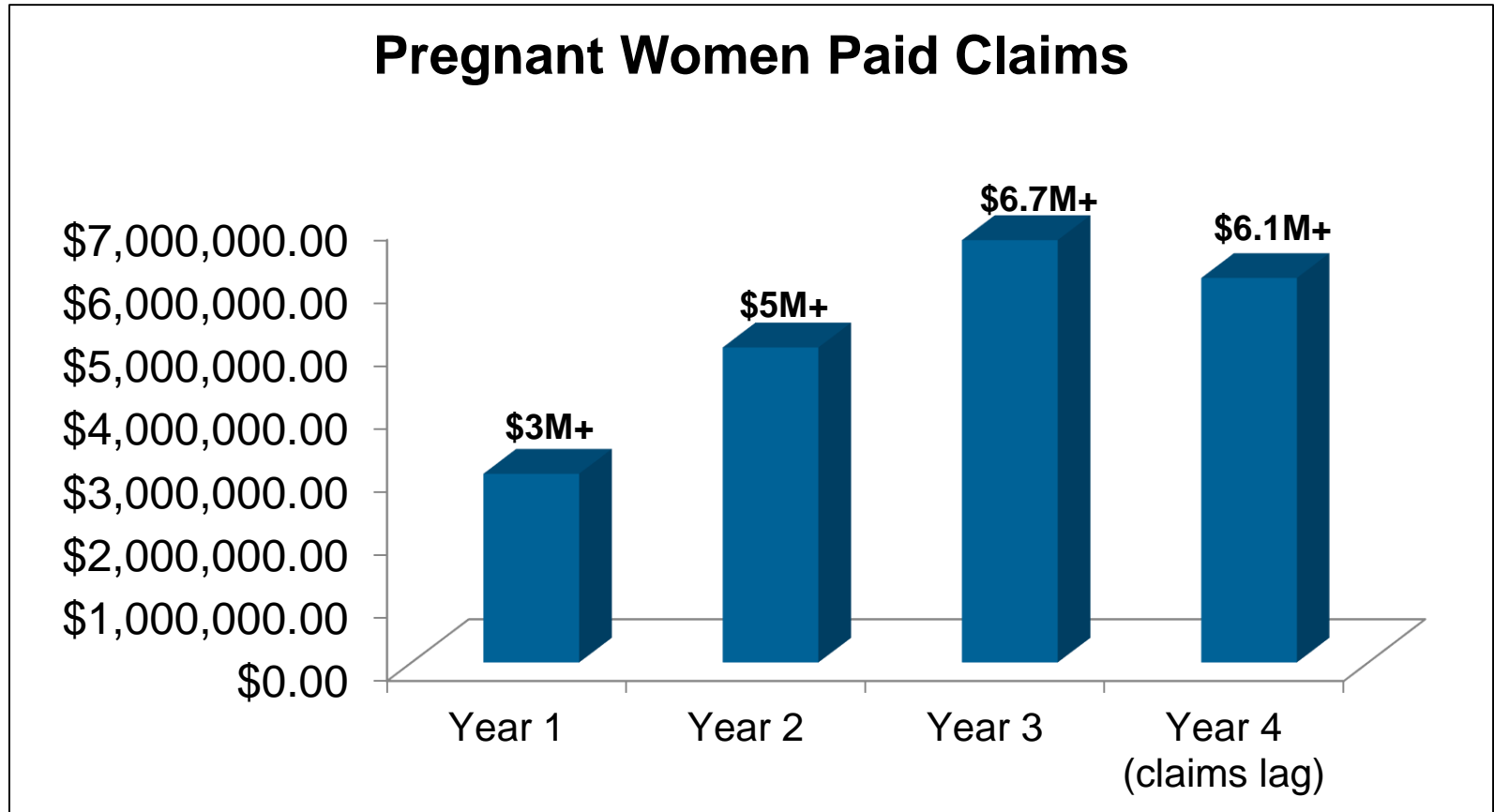


- Measures the percentage of members 2-21 years of age who had at least one (1) dental visit during the measurement year.
- Data shows that 66.9% of the members had at least one dental visit; well above the HEDIS National Medicaid average of 54.13%.

Pregnant Women Dental Utilization



Pregnant Women Total Dollars Paid



MEMBER OUTREACH

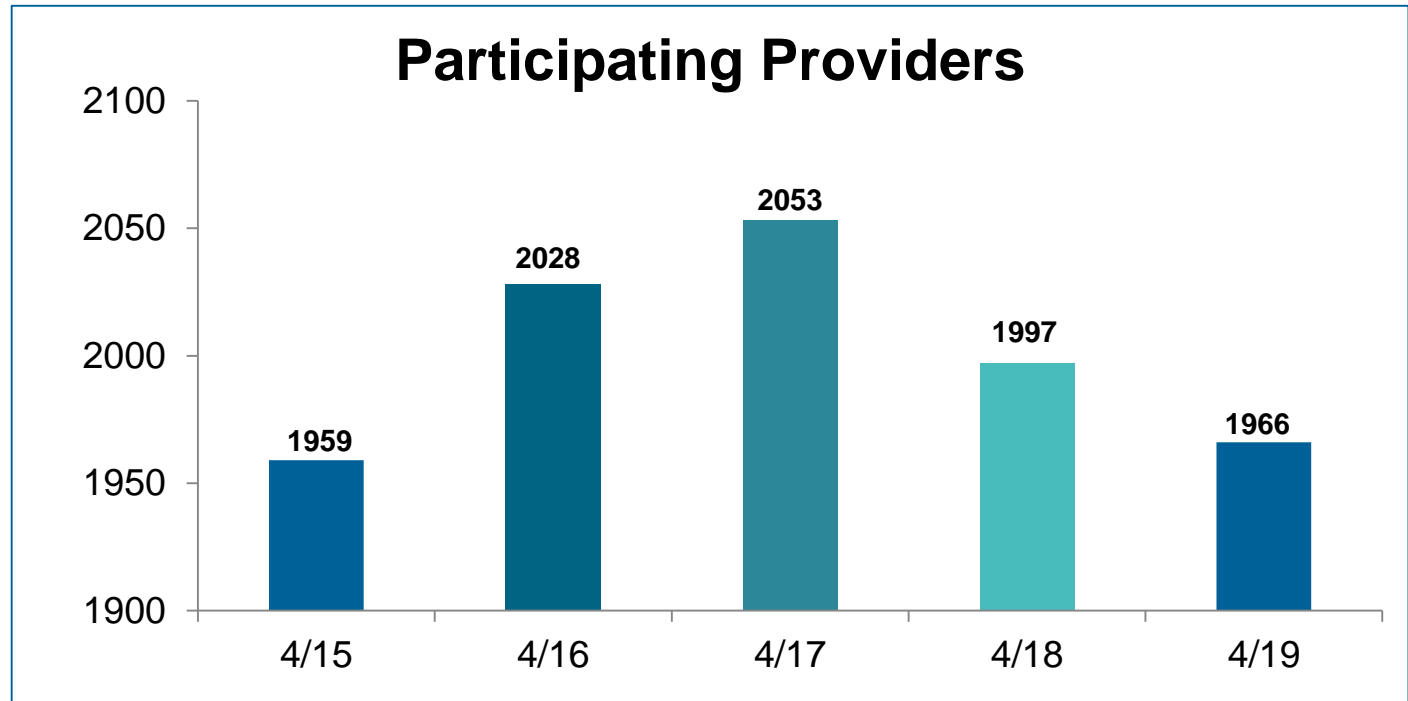
Outreach Initiative Highlights

- **Foster Care Member Outreach Campaign**
 - Robo call for foster care members identified as not receiving a dental service in the previous 12 months.
 - Collaborative Project with MCO caseworkers who work directly with the foster care population.
 - Attendance at conferences targeted to groups interacting with the foster care population.
- **Pregnant Women Outreach Campaign**
 - Provided SFC pregnant women oral health kits to MCOs, dental clinics and partner organizations for distribution
 - Collaboration with VDH, Nurse Midwives, Head Start, Capital Area Health Network, and MCOs at various conferences, meetings, and baby showers



SFC PROVIDER NETWORK

Provider Participation



- As of April 30, 2019 **1,966** dentists are participating in the **SFC** program:
 - This represents approximately 27% of the 7,252 Virginia licensed dentists.
 - 35% of the states practicing dentists participate in the SFC program.

• More than **92% are accepting new patients.**

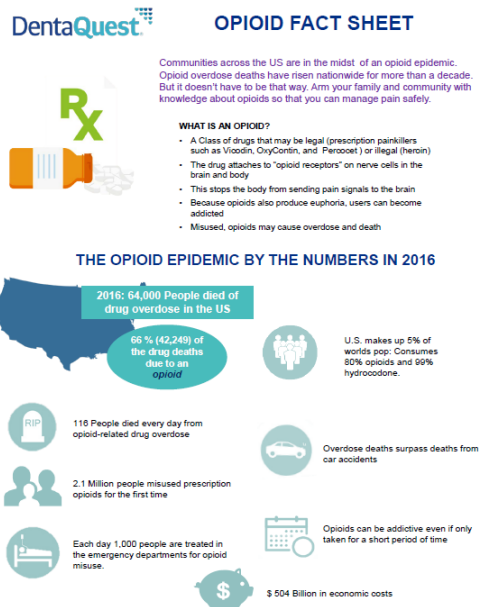
- For SFY 18, approximately **83%** of network providers submitted claims compared to less than half prior to **SFC**.

PROVIDER ENGAGEMENT

Provider Engagement Highlights

Provider Training

- Quarterly webinar was held on 4.16.19
 - Presentation by Dr. Linda Vidone regarding the Opioid Epidemic
 - CE Credits offered to participants



Provider Engagement Highlights

Provider Recruitment

- DQ is continuing to meet or exceed provider to member ratios in all areas of the Commonwealth (1:1500)
- Conference attendance to include:
 - VDA New Dentist Conference
 - Peninsula Dental Society
 - ODDS annual conference
 - VSOMS annual meeting
 - VCU First 100 Dentist of Color event (premier event sponsor)



MEMBER AND PROVIDER SATISFACTION

Member Satisfaction Survey



Satisfaction continued to be high with the dentist and dental care received:

- 86% had a dentist they went to for check-ups, cleanings or tooth pain.
- 71% believed their/their child's oral health was very good or good.
- 71% have seen an improvement in their/their child's oral health in the past year.
- 91% felt the dentist/staff did everything they could to make them feel comfortable.

Provider Satisfaction Survey

Providers continued to rate the ***Smiles For Children*** program highly:

- Satisfaction was high with 88% of providers satisfied.
- 97% of providers plan to continue participating in the ***Smiles For Children*** network next year.
- 96% believed DentaQuest was as good as or better than competitor dental insurance carriers.

Dedicated to Excellent Customer Satisfaction



In the 2018 Dental Plan Satisfaction Report,
J.D. Power Ranked DentaQuest

**“Highest in
Customer Satisfaction
With Dental Plans”**

for the third year in a row

- DentaQuest ranked highest in three of the five study factors: plan cost, communication and customer service experience
- DentaQuest scored 30 points above the report average

DentaQuest received the highest numerical score in the J.D. Power 2016-2018

Dental Plan Satisfaction Reports of customers' satisfaction with their dental plan. Visit jdpower.com/awards

THANK YOU!